Master AZ Patio Heaters Drop Ship Program	JB Mabb & Associates	888-594-5663 602-448-4016	jbmabb@cox.net FAX 888-884-9445

ARA 2011

- Complete after service department
- Complete line of replacement parts as needed.
- Toll free 800 number with live technical support
- On site repair facility to accommodate all consumers

PICTURE #	MODEL #	UPC NUMBER	SALES RANKING	DESCRIPTION	FOB AZ	SUGGESTED RETAIL	MARGIN
1	**HLDS01-BST**	8 72313 01191 8		87"' TALL STAINLESS STEEL PATIO HEATER WITH TABLE	**$179.00**	$279.00	35.84%
2	**HLDS01-TSST**	8 72313 15065 5		88"' TALL TAPERED STAINLESS STEEL HEATER WITH TABLE	**$186.00**	$299.00	37.79%
3	**HS-HG**	8 72313 15025 9		TALL COMMERCIAL HAMMERED BRONZE PATIO HEATER	**$234.00**	$499.00	53.11%
4	**HLDS01-GTSS**	8 72313 15088 4		QUARTZ GLASS TUBE- STAINLESS STEEL	**$318.00**	$999.00	68.17%
5	**HLDS01-GTPC**	8 72313 15086 0		QUARTZ GLASS TUBE- HAMMERED BRONZE	**$294.00**	$899.00	67.30%
6	**HLDS01-WHDK**	8 72313 15089 1		TALL WICKER PATIO HEATER WITH TABLE	**$186.00**	$299.00	37.79%
7	**WLDS01-BST**	8 72313 01090 4		TALL EASY BUILD STAINLESS STEEL PATIO HEATER	**$162.00**	$229.00	29.26%
8	**HIL-3029**	8 72313 15133 1		ELECTRIC PATIO HEATER WITH TABLE	**$162.00**	$349.00	53.58%
9	**HIL-6011**	8 72313 15134 8		PUB TABLE WITH BUILT IN ELECTRIC HEATER	**$168.00**	$299.00	43.81%
10	**HIL-1821**	8 72313 15132 4		TABLETOP ELECTRIC PATIO HEATER	**$118.00**	$199.00	40.70%
11	**HLDS032-CG**	8 72313 01094 2		PORTABLE BRONZE GOLD HAMMERED FINISH HEATER	**$84.00**	$119.00	29.41%
12	**GS-F-PC-ST**	8 72313 15076 1		31K BTU HAMMERED BRONZE FIREPIT WITH STONE TOP	**$110.00**	$999.00	88.99%
13	**GS-F-PC**	8 72313 15076 1		31K BTU HAMMERED BRONZE FIREPIT	**$222.00**	$399.00	44.36%
14	**SW-016**	8 72313 15051 8		RESIN WICKER SCROLL ARM BISTRO SET	**$107.00**	$149.00	28.19%
15	**AW-226(B OR C)**	8 72313 15051 8		RESIN WICKER CHOCOLATE OR CHARCOAL BAR HEIGHT BISTRO SET	**$198.00**	$399.00	50.38%

AZ Patio Heaters LLC.

- New Outdoor Patio Heater Sales
- Complete Line of Replacement Parts
- On Site Full Repair Service - All Brands
- In House Repair Facility
- Outdoor Heater Rental and Delivery Service.

AZ Patio Heaters LLC. 8550 N 91 ST Avenue Suite C-25, Peoria, AZ 85345 Office # 623-875-1330 Toll Free # 888-775-1330 Fax 623-875-1350

Business Operation

As well as total support for our retail customers we offer an after service program that exceeds all expectations in the Industry regarding a total commitment to each and every customer. We broadcast our 800 number, which is posted on the control panel of heater, owners manual and outer carton to assure consumer confidence during purchase and start up. Our technical support lines are manned 7 days a week during peak season with experienced trained technicians between the hours of 7:00 AM to 5:00 PM AZ standard time.

We warehouse and distribute over 50 items maintaining a complete line of inventory throughout the year to adequately supply our customers as needed. We offer a one year conditional warranty on all items we sell to support all of our consumers long term.

We carry a complete line of after service parts for all of our items to maintain product longevity and customer loyalty. We are the only manufacturer in the US that actually offer's this type of support in this category. This has been our strength and management strategy from day one which sets us apart from all others in the category.

Our repair facility has accumulated a wealth of knowledge and know-how regarding repairs of our product and all other manufacturers in the industry. We have repaired, serviced and sold our line to some of the most elite resorts in Arizona, Nevada and California.

Strategically progressing with our business operations focused on customer service we have managed to increase our market share considerably throughout the US over the last several years and we have many testimonials to support this.

We are significantly improving our quality control program in China with all of our manufacturers regarding routine product inspections and testing to insure our overall continued success in the US with all of our customers and suppliers.

Mission Statement

AZ Patio Heaters sustains high quality customer service through personal accountability and professional commitment.

Customer Service Theme:

We make a difference.

Service Values:

- ✓ **We provide excellent service.**
- ✓ **We will impress our customers with the quality and timeliness of our services in a pleasant and friendly manner.**
- ✓ **We are honest and straight forward.**
- ✓ **We will provide a genuine and consistent contribution each day and we will act with honor and goodwill.**
- ✓ **We practice teamwork.**
- ✓ **We will search for opportunities to support our co-workers to create service delivery efficiencies.**
- ✓ **We value our customers.**
- ✓ **We will treat everyone we encounter as we wish to be treated, with integrity and respect.**
- ✓ **We welcome innovation and change.**
- ✓ **We will encourage and support employee innovation, creativity, and adaptability to change.**

The following set of core values service as a set of beliefs and principles that AZ Patio Heaters employees embrace:

Accountability -- Be responsible for your action
Integrity -- Be honest with our day-to-day activities and do the right thing all the time.
Leadership -- Set the example and take the initiative at all levels in a timely and decisive manner.
Quality -- Take pride in your work by doing the best you can.
Respect -- Be cooperative by being sensitive to others needs.

Core Winter-Spring Residential Heaters

Hiland
Premium Series

TALL OUTDOOR PATIO HEATER WITH TABLE
Material: Powder Coated Steel and Copper Plating.

Reflector: Dia.31.9"
Base Dia: 18.1"×3.38"(H)
Tank Housing Dia: 14.9"×30.7“ (H)
Total Height: 87" (H)
Power: 5000-13000 Watts
Flame Screen: Dia.10.8"×9.1"(H)
Propane: 20 lb Tank (not included)
BTU’S: 41,000
Ceiling Clearance Needed: 24-36”
Approximate Heating Range Diameter: 15 feet

- **Regulator Included**
- **Wheels Included**
- **Burner Cover Included (Plastic PVC Material)**
- **Adjustable Table Included**
- **Safety Anti Tilt Switch Included**

Core Winter-Spring Residential Table Top Heaters

HLS032-B

HLS032-BSS

HLS032-CG

HLS032-C

HLS032-D

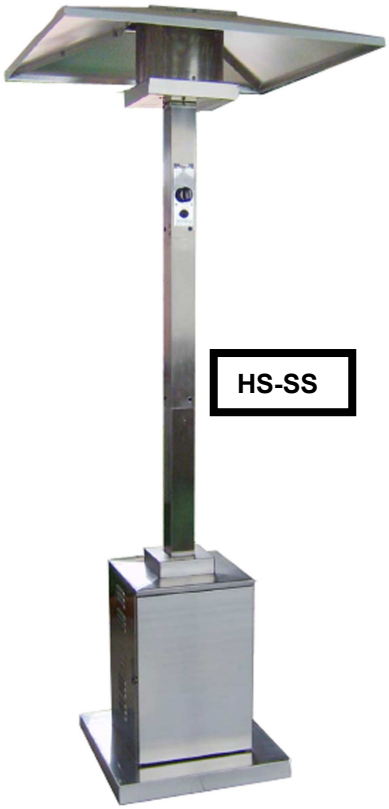
Hiland
Premium Series

PORTABLE TABLETOP PATIO HEATER
Steel Powder Coated Finish and Copper Plated

Reflector: Dia.20.9"
Base Dia: 13.4"× 2“ (H)
Total Height: 34.65" (H)
Power: 3000 Watts
Heat Capacity: 7000-11000 BTU
Tank Cover: Dia.12.6"x 23.6“
Fuel: 1 Lb Disposable Propane (Not Included)
Pole: Dia.2"×22.8"
Heat Range: 5” Radius
Ceiling Clearance needed: 24-36”

- **Full Cover Included (Plastic PVC)**
- **Weight Plate for Stability**
- **Regulator Included**
- **Safety Anti Tilt Switch Included**

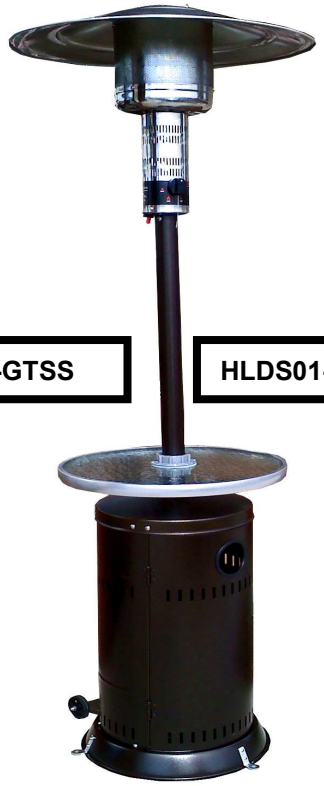
Core Winter-Spring Commercial Heaters



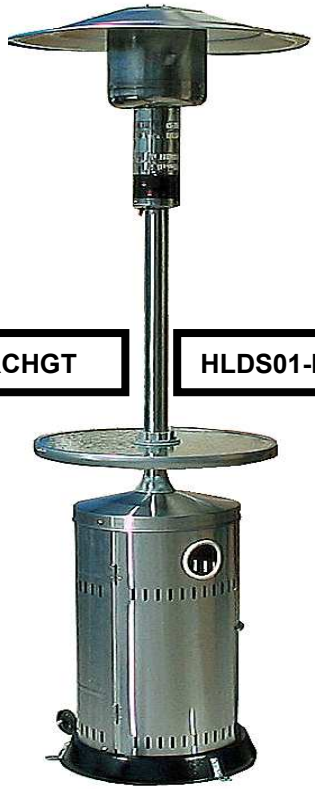
HS-SS

HS-PC

HLDS01-GTSS



HLDS01-RCHGT



HLDS01-RCSST

Hiland
Premium Series

TALL OUTDOOR COMMERCIAL PATIO HEATER Material:
Powder Coated Steel and Stainless Steel

Burner rated up to 45,000 BTU's
Burns 11 hours at 40,000 BTU
Overall height: 91 in. /87 in
Base Dimensions: 21 x 23 in.
Hood dimensions: 34 in.
Approximate Heating Range Diameter: 20 feet

- **Regulator Included**
- **Wheels Included**
- **Burner Cover Included (Plastic PVC Material)**
- **Adjustable Table Included (Round Style)**
- **Safety Anti Tilt Switch Included**

Hiland
Premium Series

AZ Patio Heaters

Spring and Summer BBQ Smokers

HL3041-SMK

HL5502-SMK

HL5525-SMK

Hiland
Premium Series